

Safeguarding Adults Policy

English + is committed to best safeguarding practice and to upholding the rights of all adults to live a life free from harm - from abuse, exploitation and neglect.

We will safeguard adults by ensuring that our activities are delivered in a way which keeps all adults safe.

The **purpose** of this policy is to demonstrate the commitment of English + to safeguarding adults and to ensure that everyone involved in English + is aware of:

- The legislation, policy and procedures for safeguarding adults.
- Their role and responsibility for safeguarding adults.
- What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult within the organisation.

This safeguarding adult policy applies to all individuals involved in English + including Trustees, Staff and Volunteers. It extends to recognising and reporting harm experienced anywhere within the full scope of our activities, such as during teaching or support activities (face to face or online), community events or when visiting homes.

Policy Statement

English + believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.

English + is committed to creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.

English + acknowledges that safeguarding is everybody's responsibility and is committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.

English + recognises that health, well-being, ability, disability and need for care and support can affect a person's resilience. We recognise that some people experience barriers, for example communication when raising concerns or seeking help. We recognise that this affects a number of people accessing English +.

English + recognises that there is a legal framework within which organisations need to work to safeguard adults and will act in accordance with the relevant safeguarding adult legislation and with local statutory safeguarding procedures.

Actions taken by English + will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.

Commitments

In order to implement this policy English + will ensure that:

- Everyone involved with English + is aware of the safeguarding adult procedures and knows what to do and who to contact if they have a concern
- Any concern that an adult is not safe is taken seriously, responded to promptly, and followed up in line with this policy.
- The well-being of those at risk of harm will be put first and the adult actively supported to communicate their views and the outcomes they want to achieve. Those views and wishes will be respected and supported unless there are overriding reasons not to (see the Safeguarding Adults Procedures).
- Any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.
- Confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored in line with our Data Protection Policy and Procedures.
- English + will cooperate with the Police and the Local Authority in taking action to safeguard an adult.
- All Trustee members, staff and volunteers understand their role and responsibility for safeguarding adults and have completed any training or learning opportunities appropriate for their role.
- English + uses safe recruitment practices and continually assesses the suitability of volunteers and staff to prevent the employment/deployment of unsuitable individuals in this organisation
- English + shares information about anyone found to be a risk to adults with the appropriate bodies eg Disclosure and Barring Service, Services, Police, Local Authority/Social Services.
- When planning activities and events English + includes an assessment of, and risk to, the safety of all adults involved.
- This policy, and the Safeguarding Adults Procedures, are reviewed no less than on a two yearly basis and whenever there are changes in relevant legislation and/or government guidance.

Implementation

In order to implement this policy, the following will be in place:

- All staff and volunteers will be made aware of the key principles within this policy and will agree to adhere to the policy, as well as to the code of conduct for English +.
- A clear line of accountability within the organisation for the safety and welfare of all adults. All staff and volunteers will report any concerns to Rosie Sexton, Designated Safeguarding Lead, or to Nicky Emenev, deputy DSL.

- Access to relevant legal and professional advice (via NCVO where appropriate)
- Arrangements to work effectively with other relevant organisations (eg NIP), including arrangements for sharing information.
- Risk assessments that specifically include safeguarding of adults.
- Policies and procedures that address the following areas and which are consistent with this Safeguarding Adults policy.
 - ✓ Child Protection policy
 - ✓ Equality, diversity and inclusion
 - ✓ Risk assessments
 - ✓ Code of Conduct
 - ✓ Discipline and grievance
 - ✓ Safe recruitment and selection (staff and volunteers)
 - ✓ Contract compliance
 - ✓ Data Protection policy

Reporting concerns about an adult at risk of harm

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You must not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact Rosie Sexton, Safeguarding Lead, as soon as you can.

If you are concerned about harm being caused to **an adult**, please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for **immediate medical attention** call an ambulance on 999.
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your DSL. **Do not** contact the adult before talking to your DSL if the person allegedly causing the harm is likely to find out.
- **Remember not to confront the person thought to be causing the harm.**

Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm and be sensitive.
- Listen carefully to what is said, allowing the adult to continue at their own pace,

- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with Rosie Sexton, DSL.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/the Safeguarding Lead can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words as soon as possible.

It is important **not** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Discuss confidential details with other staff or volunteers

Record Keeping

- Complete a Safeguarding Adults Report Form and submit to the Safeguarding Lead without delay.
- Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.

Be mindful of the need for confidentiality. This information must only be shared with your DSL and others that have a need to know – e.g. to keep the person safe whilst waiting for action to be taken.

Once a concern has been passed to the English + Safeguarding Lead, they will coordinate the English + Safeguarding Adults Procedure (DSL to refer to flowchart as necessary).

Safeguarding Adults Report Form



To be completed as fully as possible if you have concerns regarding an adult.

If it is safe to do so, it is important to inform the adult about your concerns and that you have a duty to pass the information onto the safeguarding lead. The Safeguarding Lead will then look at the information and start to plan a course of action.

Section 1 – Details of adult (you have concerns about)	
Name of adult	
Address	
Date of Birth/ Age	
Contact number	
Emergency contact if known	
Consent to share information with emergency contact?	
Section 2 – Details of the person completing this form/ Your details	
Name and role	
Contact phone number(s)	
Email address	
Section 3 – Details of concern	
Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the adult is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.)	
Date/ Time	What happened

Section 6 - Have you discussed your concerns with the adult? What are their views, What have they stated about what they want to happen and what outcomes they want?

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Section 6A – Reasons for not discussing with the adult

Discussion would put the adult or others at risk. Please explain:	
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Adult appears to lack mental capacity. Please explain:	
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Adult unable to communicate their views. Please explain:	
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Section 7 – Risk to others

Are any other adults at risk Yes/No/Not known
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Are any children at risk Yes/No/Not known
If yes please fill in a safeguarding children referral form and attach to this.

Section 8 – What action have you taken if any /agreed with the adult to reduce the risks?

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Section 9: Other agencies contacted	Who contacted/reference number/contact details/advice gained/action being taken
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Police	
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Ambulance	
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Other – please state who and why:

Completed Form now needs to be passed on to Safeguarding Lead once it has been signed (below).

Signed:

Date:

OFFICE USE ONLY

Section 11 – Sharing the concerns (To be completed by Safeguarding Lead)

Details of your contact with the adult at risk of harm. Have they consented to information being shared outside of English +?

Details of contact with the Local Authority Safeguarding Team/MASH where the adult at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.

Details of any other agencies contacted:

Details of the outcome of this concern: